

BAY RISE PARK

Operations Plan

May 2026

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Introduction

Bay Rise Park is a public-facing amenity and education destination managed by SPHERE Business Operations. The park encompasses open green space, restored habitat areas, a multipurpose Education Center, a Café, and a structured parking facility. This Operations Plan establishes the policies, procedures, staffing frameworks, and vendor responsibilities required to manage the park safely, cleanly, and consistently at all times — including during high-attendance events.

This document supersedes earlier draft versions and should be treated as the working operations reference for all SPHERE staff, park personnel, contracted vendors, and event partners.

1. Hours of Operation

1.1 Park Grounds

- The park will be open seven days a week from dawn to dusk under standard operations.
- Extended event hours apply as follows:
 - Thursday through Sunday: open until 1:00 AM
 - Monday through Wednesday: open until 11:00 PM
- The parking lane will be gated and secured by SPHERE security personnel whenever the park is closed to the public. Overnight parking is not permitted under any circumstances.

1.2 Education Center

- Standard public hours: 9:00 AM to 5:00 PM, seven days a week.
- Occasional events may restrict public access to portions of the building and may extend hours to align with park event closing times (1:00 AM Thursday–Sunday; 11:00 PM Monday–Wednesday).
- The Education Center will be staffed by a SPHERE Institute employee during all open hours. No area of the building will be open to the public without a designated staff member on-site.

1.3 Café

- Standard operating hours: approximately 8:00 AM to 3:00 PM daily.

- Extended summer hours (June through August): 7:00 AM to 3:00 PM.
- The Café operator may request modified hours for private events, subject to SPHERE approval with a minimum of two weeks' written notice.

2. Staffing

2.1 SPHERE-Managed Staff

- SPHERE Business Operations will manage and oversee all Education Center and park operations.
- A SPHERE Institute employee will be on-site and responsible for Education Center coverage during all open hours.
- SPHERE facilities crews headquartered across the street will handle maintenance and repair of building systems, equipment, and infrastructure.
- SPHERE security personnel are responsible for opening and closing the park, gating the parking lane, and responding to after-hours security incidents.

2.2 Outside Vendors

The following services will be provided by contracted outside vendors under formal agreements with SPHERE:

- Café management and operations
- Marketing and event coordination (event clients responsible for furniture rental, catering, and ancillary logistics)
- Valet parking management for ticketed and permitted events
- Education Center cleaning and janitorial services
- Park maintenance and landscaping (see Section 4)
- Waste management and recycling services (see Section 7)
- Physical security services for events above a defined attendance threshold (see Section 6)

3. Maintenance

3.1 Education Center

- Building systems (HVAC, electrical, plumbing, life safety) will be maintained by SPHERE facilities staff, with outside licensed contractors engaged for specialized or code-required work.
- SPHERE facilities staff will conduct a documented weekly building walkthrough, logging all maintenance issues, repair requests, and safety concerns in the SPHERE facilities tracking system.
- The Education Center security system will be monitored by park staff and SPHERE facilities staff on a shared responsibility basis. System logs will be reviewed weekly and following any incident (see Section 6).

3.2 Park Grounds

- Lawn maintenance, planting bed care, irrigation, and general park upkeep will be performed by a contracted landscaping firm under a master services agreement with SPHERE.
- Landscaping vendor performance will be reviewed quarterly; the contract will include minimum service frequency standards and corrective action provisions.

3.3 Habitat Restoration Areas

- Maintenance and monitoring requirements for the park's restored habitat areas are governed by the Park's Habitat Restoration and Monitoring Plan, developed by H. T. Harvey & Associates.
- H. T. Harvey will coordinate implementation and provide annual monitoring reports for the first seven years following habitat installation.
- Assuming success criteria are met at the end of the seven-year monitoring period, habitat areas will be treated as self-sustaining and transitioned to periodic, as-needed maintenance by the park's landscaping crew.
- SPHERE will actively explore opportunities to incorporate habitat restoration activities into school and nonprofit education programming as a living outdoor classroom component.

4. Parking

4.1 On-Site Parking

- On-site parking is available along the one-way parking lane running from the park entrance at Airport Boulevard to the exit at Bay View Place.
- Parking is available to the public during building open hours on a first-come, first-served basis.
- The parking lane will be gated and secured by SPHERE security personnel after dark and whenever the park is closed. Overnight parking is not permitted; violating vehicles are subject to tow at the owner's expense (see Section 4.4).
- During daytime events, on-site parking remains available to general park visitors; event-related overflow parking will be directed to valet management.

4.2 Event Parking — Off-Site (Weekends / After-Hours Weekdays)

- A contracted valet company will manage event parking using SPHERE's adjacent lot, which provides over 100 parking spaces.
- Valet company is responsible for attendant staffing, traffic direction, vehicle security, and lot closure procedures.

4.3 Event Parking — Off-Site (Weekday Business Hours)

- For events held during SPHERE business hours on weekdays, the valet company will utilize pre-arranged parking agreements at neighboring hotels, surface lots, and office buildings.
- SPHERE will maintain current parking agreements with at least two off-site parking providers. Agreements will be reviewed and renewed annually.
- [Note: Bay View Place parking and additional nearby options to be incorporated upon confirmation.]

4.4 After-Hours Enforcement

- Vehicles remaining on-site after park closure hours are subject to tow without further notice.
- Signage at all park entrances and the parking lane will clearly display tow-away enforcement language, hours of enforcement, and the name and contact number of the contracted towing company.
- SPHERE security will document and photograph each towed vehicle prior to the tow company's arrival.

5. Events

5.1 Event Categories

- Private Events: ticketed or invitation-only events hosted by external clients. Require a signed event agreement, proof of insurance, and a minimum of 30 days' advance notice.
- SPHERE-Hosted Events: programs, public activations, or partner events produced by SPHERE. Coordinated through SPHERE's internal event team.
- Educational Programs: school groups, nonprofit education partners, and habitat restoration volunteer events. Subject to the park's educational programming guidelines.

5.2 Event Coordinator Responsibilities

- SPHERE's contracted marketing and event coordination vendor is responsible for client-facing event logistics, timeline management, and post-event reporting.
- Event clients are responsible for all furniture rental, catering, décor, and ancillary services. SPHERE does not provide these items.
- All vendors and contractors entering the property for event setup or breakdown must be pre-approved and provide current certificates of insurance.

5.3 Event Operations Protocol

- A SPHERE staff member or designated representative will be on-site for the duration of all events, including setup and breakdown.
- A post-event walkthrough will be completed within one hour of event conclusion. Any damage, cleanliness issues, or security concerns will be documented and shared with the event client within 48 hours.

6. Security

Bay Rise Park's security program is designed to protect visitors, staff, and the physical environment of the park and Education Center. SPHERE is committed to maintaining a welcoming public space while operating with clear, professional security standards.

6.1 Staffing & Coverage

- SPHERE security personnel are responsible for on-site security coverage during all park and Education Center hours, including event operations.
- Standard coverage hours align with park and building open hours. A minimum of one SPHERE security staff member will be on-site at all times during public hours.
- Events with an anticipated attendance of 75 or more guests will require a minimum of one additional contracted security officer. Events exceeding 200 guests will require a site-specific security plan submitted for SPHERE approval no fewer than 14 days prior to the event.
- SPHERE security staff will be stationed at the following positions during events:
 - Main park entrance (Airport Boulevard)
 - Education Center entrance/lobby
 - Parking lane gate
 - Event perimeter (as defined by site-specific security plan)

6.2 Access Control

- The Education Center uses a keycard/fob-based electronic access control system for all staff and authorized personnel.
- Access credentials will be issued by SPHERE facilities staff. A current access roster will be maintained and reviewed quarterly. Inactive credentials will be deactivated within 48 hours of a staff departure or vendor contract conclusion.
- All entry and exit activity logged by the access control system will be retained for a minimum of 90 days.
- The parking lane gate will be operated by SPHERE security on the following schedule:
 - Opened daily at the start of park operating hours
 - Closed and locked at park closing time (or 30 minutes after event conclusion, whichever is later)
 - Gate status will be confirmed and logged at the end of every shift

6.3 Badging & Visitor Management

- All visitors entering non-public areas of the Education Center (including offices, storage, and equipment areas) must sign in at the front desk and wear a visitor badge for the duration of their visit.
- Contractors and vendors performing maintenance or setup work will be pre-registered in the SPHERE visitor management log. Unregistered contractors will not be granted access without direct SPHERE staff authorization.
- Event guests do not require individual badging but must remain within the designated event areas unless accompanied by a SPHERE staff member.

6.4 CCTV & Surveillance

- SPHERE will maintain a CCTV surveillance system covering the following areas at minimum:
 - Main park entrance (Airport Boulevard)
 - Education Center exterior entrances and lobby
 - Parking lane entrance and gate
 - Café exterior
 - Perimeter pathway at habitat restoration area boundary
- Camera footage will be stored digitally for a minimum of 30 days. Footage will be retained for 90 days in connection with any documented incident.
- SPHERE facilities staff and designated security personnel will have access to the live monitoring system. Access credentials will be reviewed and updated annually.
- Camera placement and coverage maps will be documented and updated whenever system changes are made.

6.5 Incident Response

- All security incidents — including but not limited to trespassing, vandalism, medical emergencies, threatening behavior, theft, or property damage — will be documented using SPHERE's standard incident report form within four hours of occurrence.
- Incident reports will be submitted to the SPHERE Facilities Director and retained for a minimum of three years.
- In the event of a medical emergency, fire, or criminal incident, the on-site security staff member will call 911 immediately and notify a SPHERE supervisor. No incident response protocol supersedes the requirement to contact emergency services when public safety is at risk.
- A post-incident debrief will be conducted within five business days of any significant event. Findings and corrective actions will be documented and shared with relevant SPHERE leadership.

6.6 After-Hours Response

- SPHERE's security alarm system will be monitored by a third-party monitoring provider 24 hours a day, seven days a week.
- Alarm triggers outside of park operating hours will result in an automated notification to SPHERE's designated on-call security contact and, if unresolved within five minutes, escalation to local law enforcement.
- An on-call contact list — including primary and backup security contacts — will be maintained, posted in the security monitoring station, and updated whenever personnel changes occur.

7. Waste Management

Bay Rise Park is committed to responsible waste management that reflects SPHERE's values, supports the health and cleanliness of the park and its surrounding community, and minimizes environmental impact. This section establishes standards for waste collection, recycling, composting, event waste, hazardous materials, and vendor accountability.

7.1 Waste Infrastructure

- Waste receptacles will be distributed throughout the park and Education Center in sufficient quantity to prevent overflow between scheduled collection intervals. Minimum placement locations include:
 - Main park entrance and exit points
 - Along primary walking paths at regular intervals (not to exceed 150 feet between receptacles)
 - Café interior and exterior seating areas
 - Education Center lobby, restrooms, and event spaces
 - Habitat restoration area trailheads
 - Parking lane and entry plaza
- Each outdoor waste station will include clearly labeled and color-coded receptacles for landfill waste, recycling, and compost (organic waste).
- Receptacle lids and housing will be wildlife-resistant. Open-top receptacles are not permitted in proximity to the habitat restoration areas.

7.2 Collection Schedule

- General collection: Waste and recycling receptacles throughout the park and Education Center will be serviced by SPHERE's contracted waste management vendor on the following minimum schedule:
 - Standard days (no events): daily collection, morning shift
 - Event days: pre-event collection completed by 2 hours before event start; mid-event spot check at event midpoint; post-event full collection within 2 hours of event conclusion
- Café waste: the Café operator is responsible for managing all food service waste generated within the Café footprint, in compliance with applicable health codes and SPHERE's waste standards. Café waste will be deposited in the designated compactor or dumpster enclosure at the designated service access point.
- The contracted waste management vendor will provide SPHERE with monthly service logs documenting collection dates, volumes (by waste stream), and any issues encountered.

7.3 Recycling Program

- Bay Rise Park will operate a three-stream waste diversion program: landfill, recycling, and organics/compost.

- Accepted recycling materials (consistent with applicable municipal guidelines):
 - Rigid plastics (bottles, jugs, containers — rinsed)
 - Glass bottles and jars (rinsed)
 - Aluminum and steel cans
 - Clean cardboard and paper
- Accepted compost materials:
 - Food scraps and food-soiled paper
 - Compostable service ware (if certified compostable — must be confirmed with vendor prior to event)
 - Plant trimmings from park maintenance activities
- Signage at every waste station will use clear text and universal icons to guide visitors. SPHERE will evaluate and update signage annually based on contamination rates and visitor feedback.

7.4 Event Waste Management

- All event clients must comply with Bay Rise Park's three-stream waste diversion program. This requirement will be included in the standard event agreement.
- For events with 100 or more guests, SPHERE or the event coordinator will designate a Waste Station Attendant responsible for monitoring waste stations, correcting contamination, and directing guests.
- Event catering vendors and food trucks are required to use compostable or recyclable service ware (plates, cups, utensils, napkins). Single-use plastics that are not recyclable are prohibited at all park events.
- Post-event waste tonnage by stream will be reported by the waste management vendor to SPHERE within five business days. Data will be used for annual sustainability tracking.
- Events generating construction, installation, or décor waste (staging, signage, floral, etc.) are responsible for removing that waste from the property at their own cost. SPHERE's waste infrastructure is not available for event production debris.

7.5 Hazardous & Special Waste

- Hazardous materials — including but not limited to paints, solvents, pesticides, cleaning chemicals, batteries, and electronic waste — will not be deposited in general park waste receptacles under any circumstances.
- SPHERE facilities staff will manage hazardous waste generated from maintenance and operations activities in accordance with applicable federal, state, and local regulations. A current hazardous materials inventory and disposal log will be maintained on-site.
- Lighting, electronics, and other special-category items from park and Education Center operations will be disposed of through a certified e-waste recycling vendor.
- Any spill of hazardous materials on park grounds will be reported immediately to the SPHERE Facilities Director and addressed using SPHERE's spill response procedures.

7.6 Grease & Food Service Waste

- The Café operator is solely responsible for the management and compliant disposal of cooking grease and food service waste, including regular grease trap maintenance.
- Grease trap service records must be submitted to SPHERE facilities staff on a quarterly basis.
- No cooking grease or food waste may be disposed of in park drainage systems, storm drains, or compost receptacles not specifically designated for food service waste.

7.7 Dog Waste

- Dogs are permitted in designated park areas on leash. Dog waste stations — including bag dispensers and a designated covered waste bin — will be placed at:
 - Park entrance from Airport Boulevard
 - Bay View Place park entry
 - Along primary walking paths as appropriate
- Dog waste bins will be serviced daily as part of the standard waste collection route.
- Dog waste is not accepted in general waste receptacles or compost bins.

7.8 Litter Abatement & Grounds Cleanliness

- SPHERE's park landscaping crew (or a designated park attendant, if staffed) will conduct a litter walk of all primary circulation areas and seating zones each morning before the park opens to the public.
- Litter abatement tools (grabbers, bags, gloves) will be stored at the Education Center and available to park staff and volunteers.
- SPHERE will evaluate establishing a community volunteer litter program in partnership with local schools and environmental organizations.

7.9 Vendor & Contractor Waste Compliance

- All vendors, contractors, and event clients operating on Bay Rise Park property are required to comply with this Waste Management policy. Compliance requirements will be incorporated into all vendor agreements and event contracts.
- Contractors performing construction, maintenance, or improvement work are responsible for removing all construction waste and debris from the property at their own cost. No construction waste may be deposited in park receptacles or dumpsters.
- SPHERE reserves the right to charge clean-up and waste removal costs to any vendor, contractor, or event client found in violation of this policy.

7.10 Sustainability Reporting

- SPHERE will track waste diversion metrics on a monthly basis, including total waste generated, recycling diversion rate, compost diversion rate, and landfill tonnage.
- An annual waste management summary will be included in SPHERE's park operations report to leadership.
- SPHERE will establish a baseline diversion rate target of 60% in Year 1, increasing to 70% by Year 3, with specific targets reviewed and updated annually.

8. Communications & Visitor Information

- Signage throughout the park and Education Center will clearly communicate park rules, hours of operation, emergency contact information, and waste sorting guidelines.
- SPHERE will maintain a public-facing park information page (web and/or app) with current hours, event listings, and operational updates.
- For urgent operational communications — weather closures, emergency incidents, or event-related access changes — SPHERE will notify visitors through posted signage at all park entry points and, where feasible, through digital channels.

9. Plan Review & Updates

- This Operations Plan will be reviewed in full on an annual basis, no later than March 31 of each calendar year.
- The SPHERE Facilities Director is responsible for coordinating the annual review, incorporating input from park operations staff, the contracted waste management vendor, the security team, and event coordination staff.
- Interim updates may be made at any time to address regulatory changes, operational needs, or significant incident findings. All updates will be version-controlled and distributed to relevant staff and vendors within 10 business days of adoption.
- The most current version of this Operations Plan will be maintained on SPHERE's shared operations drive and made available to all relevant vendors and contractors upon request.

Appendix Placeholders

The following appendices are referenced in this plan and will be attached upon completion:

- Appendix A: SPHERE Facilities Staff Contacts & On-Call Schedule
- Appendix B: Vendor Contact List (Landscaping, Waste Management, Security, Valet, Café)
- Appendix C: Security Incident Report Form
- Appendix D: Parking Enforcement & Towing Policy
- Appendix E: Event Requirements Checklist (Security, Waste, Parking)
- Appendix F: Bay Rise Park Site Map (with waste stations, security camera positions, parking lane, habitat areas)
- Appendix G: Habitat Restoration and Monitoring Plan (H. T. Harvey & Associates)
- Appendix H: Annual Waste Diversion Report Template